NC Department of Health and Human Resources

Division of Information Resource Management (DIRM)

**NC Families Accessing Services
through Technology (NC FAST) Program**

SERVICE DELIVERY INTERFACE (SDI)
COUNTY ORIENTATION
GUIDE

Change History

Version Date	Version Description	Author
December 8, 2005	Original Document	Jess Stokes
April 17, 2006	Revisions to change team contacts	Suzanne Marshall
August 15, 2006	Revision to change orientation procedures	Chris Davis

Contact Information

If you have any questions about this document, please contact the following:

Name/Title	Email Address	Phone Number
Rhonda Bennett SDI Business Manager	rhonda.bennett@ncmail.net	919.661.4823 x206

Table of Contents

1. The SDI Implementation Process

This guide has been created to provide county DSS's information on implementing the Service Delivery Interface (SDI) application. Implementing SDI is a straightforward process involving both county and State teams.

1.1. Getting Started

County DSS's interested in implementing SDI are welcome to speak with the SDI Business Manager, or to visit counties in which SDI has been implemented, for more information. Once a county DSS decides to use SDI, the county DSS Director should contact the NC FAST Administrative Assistant to schedule an orientation meeting.

The orientation meeting will provide the county with the opportunity to ask questions and be given the necessary documents to begin the process of implementing SDI. Both vendor and county staff can attend this meeting. Members of the DIRM Tech Support team and representatives of DSS Information Support will also be present. Once the orientation meeting has been held, conference calls with NC FAST Project staff can be scheduled to provide support and monitor progress.

1.2. Preliminary Steps to Implementing SDI

The NC FAST Business Team Contact will provide the county DSS Director with a Memorandum of Understanding (MOU) for signature. The county DSS submits the approved MOU to the NC FAST SDI Business Manager and schedules the orientation meeting (see 1.1).

The county staff (including the county's vendor if applicable) and NC FAST Project staff agree upon an implementation schedule, at which point confidentiality statements are signed. NC FAST Project staff will obtain RACF ID's for development staff and county staff as required.

See Appendix A for a sample list of tasks required for SDI implementation.

The county is responsible for cost, development, training, and testing of its own system. The NC FAST Project is responsible for providing test scenarios and test data.

1.3. SDI County Development and Testing

County and NC DSS staff will conduct parallel testing in order to insure accuracy. The county DSS staff key test cases using its system and SDI into one test region, and NC DSS staff key the same test cases in FSIS into another test region.

At the conclusion of both county and NC DSS keying, DIRM staff execute a nightly FSIS batch cycle, and NC FAST SDI Project staff review and compare the data from both test regions. Upon successful completion of user acceptance testing, county and NC DSS staff sign off in approval of the test results.

Following approval, the county will be provided access to SDI in a production environment.

The implementing county must pass a security audit with the DIRM Privacy and Security Office.

1.4. SDI – Routed FSIS Transactions and Services

SDI performs the following FSIS transactions and CNDS services:

- Transaction Code 1 - Initial Application
- Transaction Code 2 - Certification
- Transaction Code 3 - Reopen a Closed Case
- Transaction Code 5 - Denial
- Transaction Code 6 - Redetermination
- Transaction Code 7 - Closure
- Transaction Code 8 - Intermediate Change
- Transaction Code 9 - Restoration and Recoupment
- Person Search - Name Search Service
- Person Create - Personal Identification Number assignment
- Case List - uses the Individual Identification Number to provide list of cases in which the client has been active.
- Food Stamp Inquiry - uses the case identification number to list all DSS-8590 activity on the case.

> **NOTE**
>
> SDI is limited to the Transaction Codes and services listed above and will not perform "green screen" functions such as SLAR (Authorized Representative), SLSE (Issue Benefits), and SLCD (Commodity Update). For these functions, the worker will continue to key directly into FSIS.
>
> Disaster Applications cannot be transmitted through SDI. Counties designated to key Disaster Applications will key directly into FSIS.

1.5. Related Documents

The following documents will be reviewed, understood, and agreed upon by the county DSS prior to committing to the use of SDI.

- SDI Memorandum of Understanding (MOU) signed by the county DSS Director
- Confidentiality Agreement
- SDI Detail Design Document
- SDI Developer's Guide
- Issues Communication Procedures

2. NC FAST Project SDI Team

NC FAST Project SDI Team members are available to answer any questions concerning SDI. Choose from the following list.

Name	Email	Phone Number	Role
Jess Stokes	Jess.J.Stokes@ncmail.net	919.661.4823 Ext 204	Technical Analyst
Rhonda Bennett	Rhonda.Bennett@ncmail.net	919.661.4823 Ext. 206	SDI Business Manager
Laura Hinnant	Laura.Hinnant@ncmail.net	919.661.4823 Ext 200	NC FAST Administrative Assistant
Laura Bryant	Laura.Bryant@ncmail.net	919.733.8938	NC DSS Information Support

3. Glossary of Terms and Acronyms

The following terminology and acronyms used throughout this document are defined and provided for reference.

Term	Definition
CNDS	Common Name Data Service
DHHS	Department of Health and Human Services
DIRM	Division of Information Resource Management
DSS	Used with 'county': Department of Social Services; Used alone or with 'NC': Division of Social Services
FSIS	Food Stamp Information System
RACF	Resource Access Control Facility
SDI	Service Delivery Interface
UAT	User Acceptance Test

Appendix A. List of Tasks Needed for SDI Implementation

Complete?	Step #	Task
☐		**Initiation Phase**
☐	1	County request for Orientation
☐	2	MOU Signed
☐		**Development Phase**
☐	1	County integrates SDI into system
☐		**Testing Phase**
☐	1	Setup Test Environment
☐	2	Develop System Test (ST) Scenarios
☐	3	Review & Approve Test Scenarios
☐	4	Develop ST and UAT Test Cases
☐	5	Conduct ST through SDI
☐	6	ST Bug Fixes
☐	7	DSS Performs UAT
☐	8	Refresh UAT region for UAT Test
☐	9	County Performs UAT in parallel region
☐	10	NC FAST SDI Project staff compare UAT Results
☐	11	UAT Bug Fixes
☐	12	UAT Regression Test
☐	13	UAT Sign off
☐		**Implementation Phase**
☐	1	Coordinate production implementation
☐	2	NC FAST SDI opens firewall to county
☐	3	SDI Go Live at County
☐		**Post Implementation Phase**
☐	1	Complete Post Implementation Review
☐	2	Monitoring SDI